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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: System and Method for Multi-Channel Communication Queuing
Serial No.: 09/823,590 Filing Date: March 31, 2001
Examiner: Unassigned Group Art Unit: 2183
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, TX
October 4, 2002

COMMISSIONER FOR PATENTS
Washington, D. C. 20231

INFORMATION DISCLOSURE STATEMENT
37 CFR § 1.97(b)

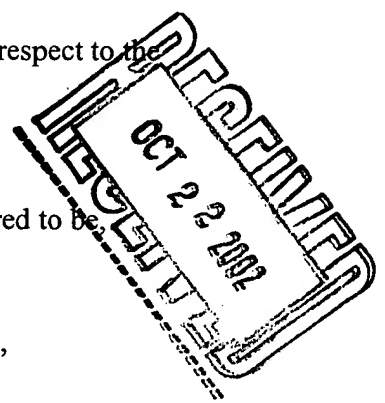
Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.


Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

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Attorney for Applicants

10/4/02
Date of Signature

Respectfully submitted,



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U.S. Department of Commerce, Patent and Trademark Office						Atty Docket No.		Serial No.	
						SBL0001US		09/823,590	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT						Applicants			
(Use several sheets if necessary)						Anil K. Annadata, et al.			
						Filing Date		Group	
						March 31, 2001		2183	

U.S. Patent Documents							
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	5,828,882	Oct. 27, 1998	Hinckley	395	680	
	AB	5,805,886	Sep. 8, 1998	Skarbo et al.	395	685	
	AC	5,734,852	Mar. 31, 1998	Zias et al.	395	334	
	AD	6,154,209	Nov. 28, 2000	Naughton et al.	345	339	
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

Foreign Patent Documents							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)		
	AQ	
	AR	
	AS	

Examiner	Date Considered
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.